



# Jewish Family & Children's Service Complaint Process

## Agency Policy

It is the policy of Jewish Family & Children's Service (JF&CS) that all complaints receive a prompt, fair, professional and respectful review and response.

## Process

1. To submit a complaint
  - Inform any JF&CS employee verbally, in writing or electronically.  
OR
  - Send an email to [info@jfcsboston.org](mailto:info@jfcsboston.org) that includes your name, contact information and the nature of your complaint.  
OR
  - Fill out and submit the [complaint form](#) to [info@jfcsboston.org](mailto:info@jfcsboston.org) or any JF&CS employee.
2. Resolution
  - Once received, the complaint will be reviewed by the appropriate JF&CS employees.
  - Complaints will be handled at the point of service if possible and a resolution will be sought promptly.
3. Appeal process
  - If you are not satisfied by the resolution that is offered, you may appeal the decision by contacting the Privacy Officer at [compliance@jfcsboston.org](mailto:compliance@jfcsboston.org).
  - The Privacy Officer will review the circumstances, gather the facts and communicate the outcome to you.
  - If you continue to be unsatisfied with the offered resolution, the final step in the appeal process is to seek a judgment from the agency CEO who will render a final determination.